Appendix H – Pilot Test Interview Protocol for Staff with TeamSTEPPS® Experience

AHRQ – Building Diagnostic Safety Capacity

Staff Interviews – TeamSTEPPS® Course Pilot Test Evaluation

MedStar Health Research Institute (MHRI) will conduct interviews and/or focus groups with staff members with TeamSTEPPS® experience from up to ten (n=10) settings. Evaluation will be completed within 3-6 months after implementation of the TeamSTEPPS® Course.

- 60 cognitive interviews with staff members (up to 6 staff members per setting x 10 settings); each interview will last approximately 60 minutes

Recruitment Criteria

We will aim to recruit staff members and practice staff in the following manner:

- Staff members who have been exposed to the TeamSTEPPS® Course to improve communication among staff members related to diagnosis
- Staff members who have prior experience using TeamSTEPPS® strategies
- Diversity among practice staff and staff members

MHRI staff will work with the practice coordinators to identify individuals to participate in the interviews.

Interview Goals

The goals of the focus groups/interviews will be to:

- Obtain feedback on the Course materials
- Obtain feedback on the barriers and facilitators encountered for the Course
- Obtain feedback on satisfaction with the Course
- Obtain feedback on receptivity and enhancements to the Course to improve adoption

Materials

- Copies of the TeamSTEPPS® Course materials
- Informed consent documents
- Digital recorder

Location

Interviews will take place at the information collection setting at a time convenient to the staff members. Interviews may also take place over the phone or via videoconferencing software to enhance ability to recruit and retain clinicians.

Informed Consent Procedures

Participants will complete the informed consent process prior to starting the interview.

Participant Stipends

None.

Each interview will take no more than 60 minutes.

AHRQ – Building Diagnostic Safety Capacity

Staff Interviews – TeamSTEPPS® Pilot Test Evaluation

WELCOME AND INTRODUCTION

- Thank you for agreeing to speak with me today.
- My name is [INSERT NAME OF INTERVIEWER] and I am here to ask you a few questions about the AHRQ's TeamSTEPPS® Course to improve communication among providers related to diagnosis.
- With your permission we will be audio recording the session. This will help make sure that we don't miss anything that you say and can share with other people who are working on this project. The recording will be deleted after we have the notes transcribed and we are sure that all of your comments are accurately captured.
- TODAY/TONIGHT I will be asking you questions about your experiences with the AHRQ's TeamSTEPPS® Course to improve communication among providers related to diagnosis.
- Everything you say here will be kept confidential and included as part of our assessment of the feasibility of implementing the Course into practice. We will not share your name or attribute any of your words directly to you.
- Do you have any questions before we begin?
- Ok, great. Let's get started.

Experience with TeamSTEPPS®

1. Before your practice/organization received training on TeamSTEPPS® to improve diagnosis, how would you describe your familiarity with TeamSTEPPS® communication strategies?
    - ❑ Novice
    - ❑ Intermediate
    - ❑ Expert
    - ❑ TeamSTEPPS® Master Trainer

General TeamSTEPPS® Course Questions

2. Did you find your experience with the TeamSTEPPS® course to improve diagnosis beneficial? If yes, why?   If not, why not?
    a. Can you describe your experiences with one or two of the strategies? [Provide examples: e.g., CUS, reflective practice, diagnosis referral tool]
    b. Given your experience (or lack of experience) with TeamSTEPPS® how challenging did you find this course? Were the cases appropriate? How about the different exercises?

3. How about the materials such as the participant workbook? Can you share with me a little about your experience in using that workbook?
    a. Did it help you to use the different strategies? Which strategies did your practice focus the training on?
    b. Can you share with me if you have actually used any of the strategies that you learned about during the training in practice?

4. Can you describe for me how your practice used the team assessment tool? Did the assessment influence where your efforts were focused?

5. After the training, did you have a better sense of your role on the diagnostic team?

    a. Can you share with me what roles you play? How do the TeamSTEPPS® exercises/activities help you to fulfill your role on the diagnostic team?

    b. How receptive are the other members of the team when you use those tools? Can you share with me a situation when that went well? Didn't go so well?

6. What can we do to improve the TeamSTEPPS® course?

7. What was most valuable about the TeamSTEPPS® Course from your perspective?

8. What was least valuable about the TeamSTEPPS® Course?

9. What would you have changed about the TeamSTEPPS® Course to make it a better use of your time?

10. Those were all the questions I had today. Are there any questions that I should have asked that I did not?

Thank you for your time and participation in this interview. Your comments will be very helpful to this project and will help us to make important improvements to the TeamSTEPPS® Course!